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You are invited for a Free Health Check at the Bristol Sikh Temple, Fishponds Rd on **SUNDAY 21st JUNE 2015** from 11am. Please book your place on 07838845776



My family insisted I book a Free Health Check because they want me to stay healthy.

Dilwinder Pothast
Secretary, Sikh Resource Centre, Bristol

You are entitled to a FREE NHS Health Check if you:

- are aged between 40 to 74
- are registered with a Bristol GP
- are NOT already being treated for - diabetes, stroke, heart, kidney or liver disease, high blood pressure or high cholesterol
- have not had a free health check in the last 5 years

Please book yours today on **07838845776**, for 21st June 2015, Bristol Sikh Temple, Fishponds

For more information call your local GP Practice or go online at bristol.gov.uk/healthchecks

If you get the call or receive an invite, go and find out how to protect your health. Contact your local GP practice or go to www.bristol.gov.uk/healthchecks

NHS HEALTH CHECK

NHS HEALTH CHECK

Helping you prevent

- diabetes
- heart disease
- kidney disease
- stroke & dementia



A quantitative service evaluation of a Telephone Outreach Initiative to enhance uptake of NHS Health Checks

Dr Nikki Coghill and Dr Ludivine Garside: University of Bristol
Amanda Chappell: Public Health Bristol

AGW Public Health Network Training Event: Public Health Data, Information and Intelligence
South Gloucestershire Council, 11th November 2015

NHS Health Checks

- 40-74
- Registered with practice
- Not had a Health Check in previous 5 years
- Not already received a diagnosis or having treatment for a Cardio Vascular Disease:

hypertension

heart attack

high cholesterol

diabetes

stroke

A poster for NHS Health Checks featuring a woman wearing a colorful patterned hijab and glasses. The text on the poster reads: "I love to cook tasty meals but sometimes the ingredients are not so healthy so a free health check makes sense". Below this, it says: "Everyone is at risk however if you are over 40 a free health check can improve your chances of living a healthier life." and "Look out for your local Health Check event or contact your Health Centre for more information." At the bottom, there is a red banner with the NHS Health Check logo and the text: "When you get the call or receive an invite accept and protect your health this winter." and "Contact your local practice or go online at www.bristol.gov.uk/healthchecks".

I love to cook tasty meals
but sometimes the
ingredients are not so
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Everyone is at risk however if you are over
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NHS HEALTH CHECK

When you get the call or receive an invite
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Contact your local practice or go online at www.bristol.gov.uk/healthchecks

Rationale



- CVD related mortality and morbidity higher in areas of deprivation
- Low uptake in areas with highest deprivation
- Patient population less likely to respond to a letter invite
- Models developed in Bristol to complement the General Practice model:
 - community outreach
 - telephone outreach
- Partnership working between a GP practice and a voluntary based 'Healthy Living Centre' to develop & pilot telephone outreach model
- Benefits:
 - Using community workers who know their communities best (community asset based model) working in partnership with General Practice
 - Improved access to community based lifestyle interventions for patients



Aims and Objectives

Aim

To determine the efficacy of the telephone outreach service for enhancing uptake of an NHS Health Check in patients from 12 GP practices in the lowest LSOA in Bristol

Objectives

Primary outcome: compare the rate of uptake of health checks in the target population, in GP practices using the telephone outreach initiative, with the rate of uptake in comparison / control practices

Secondary outcomes:

Investigate the relationship between attendance and patient demographics in both:

- patients who attend for a health check as a result of a telephone outreach invite and
- patients who attend as a result of the traditional letter invite

Explore other possible influencing factors on the uptake of a health check, by the target population, during the study period

Methods

- Quasi experimental approach: using a non-equivalent study design
- 17 GP practices in the Bristol CCG sited in the most deprived LSOAs
- 12 practices using the telephone outreach service and 5 practices acting as controls using the traditional letter invite (self-selected)
- Individual level, pseudo-anonymised data retrieved from participating practices by the Commissioning Support Unit (commissioned by Public Health Bristol) using the EMIS search and report clinical reporting system.
- Data requested: age (5-year age bands) at event
gender
ethnicity
Index of Multiple Deprivation (IMD) score



Working with external agencies

e.g. data provider, project funder, *research collaborators*

- Benefits
- contacts contribute valuable expertise and insights
 - supplier-client relationship
 - single point of contact for data from multiple practices

- Risks
- potential delays at each step of the data request process
 - organisational change (at external agency or within own organisation)
 - changes in personnel



Quality of data

- Ethnicity recording in primary care data
- Clarification of data extraction criteria
- Authenticity of data - implications for research
 - not directly in charge of search parameters for data extraction
 - resources to track through finer queries
 - possible delays to palliate to unresolved queries

Research collaboration

- Expertise, commitment and energy – vision and impact
 - Learning and support from direct or indirect research collaborators in studies within a shared research agenda
 - Limits to conducting a quantitative evaluation in isolation
- e.g.
- accommodation space for Health Link workers
 - lists of eligible patients to contact
 - patients with blocked numbers
 - patients returning calls when main contact unavailable
 - appointments at surgeries

Recommendations

- Recording of ethnicity both during telephone calls and within primary care requires encouragement
- Establish multiple contacts or enquire who is able (in terms of expertise + time) to provide **effective** cover
- CSU should implement procedures to keep detailed instructions to amend or replicate data extraction runs e.g. a record book of any programmes written and detailed criteria employed

Discussion

Free Health Checks are offered in range of cultural and community settings to make sure that people who need them do not miss out. You are invited to book your place now.

The Prophet (pbuh) mounted the pulpit, then wept and said:
"Ask Allah (swt) for forgiveness and health, for after being granted
certainty, one is given nothing better than health."



Health Checks will happen between 12pm and 5pm only.
Places are limited so please book yours today.

If you get the call or receive an invite,
go and find out how to protect your health.

Contact your local GP practice or go to www.bristol.gov.uk/healthchecks

You can enjoy the
The Islamic Cultural Fayre
on 2nd August &
a Free Health Check -
Have you booked yours?

Book your Free Health Check at this community event in 2015	
2 August 2015	Bristol Muslim Cultural Fayre, Eastville Park (12pm to 5pm)
Contact ANY of these numbers to book your place.	...or use specific no for culturally specific communication: Bengali - 07786747015 Pakistani - 07786747014 Somali Women - 07925388110 / 0792538809 Somali Men - 07767055600

You are entitled to
a **FREE NHS Health Check** if you:

- are aged between 40 to 74
- are registered with a Bristol GP
- are NOT already being treated for - diabetes, stroke, heart or kidney disease, high blood pressure or high cholesterol
- have not had a free health check in the last 5 years

www.bristol.gov.uk/healthchecks





If you're due a NHS health check I'll make sure you get all the help you need.

*Caz O'Doherty
Community Wellbeing Worker, Lockleaze*

Everyone is at risk however if you are over 40 a free NHS Health Check can improve your chances of living a healthier life.

For more information call your local Practice or GP.

When you get the call or receive an invite accept and protect your health for 2015.

Contact your local practice or go online at www.bristol.gov.uk/healthchecks



Findings

- Telephone outreach practices more successful at attracting ethnic minority patients to attend for, and complete their NHS Health Check (25.6%), compared to non-telephone outreach practices (14.6%)
- Out of those who did make an appointment to have their NHS Health Check completed at their GP Practice, 80% attended and completed their NHS Health Check in full
- More women than men attended for their NHS Health Check in both telephone outreach and comparator practices (OR of 1.8 for women)
- Almost half (47.3%) of the patients **targeted** by the telephone outreach initiative were located in the most deprived quintile for IMD, compared to 58.8% in comparator practices
- In telephone outreach practices, 40.6% of those who **completed** their NHS Health Check were located in the most deprived quintile, compared to 62.6% in non telephone outreach practices

Findings: Predictive models

After controlling for the effects of age, gender, IMD quintile and telephone call outcome, patients are **more likely to attend** when:

- in the third national quintile for IMD compared to those in the first, fourth or fifth quintiles for IMD (OR 1.2)
- in the fourth national quintile for IMD compared to the second or fifth quintiles for IMD
- female rather than male
- sent letters within two weeks either before or after the call

Those in the fifth quintile for IMD were least likely to attend.

Summary & recommendations

- Telephone outreach initiative successful in attracting patients from ethnic minority groups. Probably due to the health and community workers making the calls, being members of those communities
- Telephone outreach initiative still in its early stages and has more recently gathered momentum: reports are that the number of targeted calls has increased over the past three months
- Practices should continue to engage with telephone outreach
- Targeted initiatives aimed at men should be investigated
- Economic analysis of the telephone outreach initiative would further underpin its usefulness as a utility to encourage patients from hard to reach groups to attend for an NHS Health Check

Telephone Outreach Template

Family History Screen



Bristol NHS Health Check April 2015

Pages << **Family History** Examination & Lifestyle Advice QRISK & Goals

Attendance

☐ Did not attend NHS Health Check No previous entry

☐ Directed by a local champion to GP practice for a Health Check No previous entry

Ethnicity

For full list of ethnic categories please use the READ code browser by clicking on the magnifying glass

Ethnic category - 2001 census 01-Aug-2006 **British or mix...**

Family History

FH: Diabetes mellitus	<input type="text"/>	No previous entry
FH Ischaemic Heart Disease < 60	<input type="text"/>	No previous entry
FH: Ischaemic heart dis. >60	<input type="text"/>	No previous entry
FH: Hypertension	<input type="text"/>	No previous entry
FH: CVA/stroke	<input type="text"/>	No previous entry

Telephone Outreach Template

Examination & Lifestyle Advice Screen (1/3)



Bristol NHS Health Check April 2015

Pages «

Family History

Examination & Lifestyle Advice

QRISK & Goals

Pulse Rate

O/E - pulse rate [beats/min](#) No previous entry

Pulse Rhythm No previous entry

If pulse rhythm irregular arrange ECG

Blood Pressure

Systolic blood pressure [mmHg](#) 01-Aug-2006 **110 mmHg** »

Diastolic blood pressure [mmHg](#) 01-Aug-2006 **70 mmHg** »

BMI

O/E - height cm 01-Aug-2006 **158 cm** »

O/E - weight kg 01-Aug-2006 **72.5 kg** »

Body Mass Index 01-Aug-2006 **29.04 kg/m2** »

If BMI ≥ 25 provide advice and signposting

If

- BMI ≥ 30
- OR BMI ≥ 27.5 if Indian, Pakistani, Bangladeshi, Other Asian or Chinese
- OR BMI ≥ 28 with co-morbidities (COPD, mild to moderate depression)

provide advice, signposting **and** refer to weight management service
(use Public Health Referral form for Weight Management service)

☐ Advice given about weight management No previous entry

☐ Weight management service opportunity signposted No previous entry

☐ Refer to weight management service No previous entry

☐ Referral to weight management service declined No previous entry

Telephone Outreach Template

Examination & Lifestyle Advice Screen (2/3)



Bristol NHS Health Check April 2015

Pages «

Family History

Examination & Lifestyle Advice

QRISK & Goals

Cholesterol

Serum cholesterol	<input type="text"/>	mmol/L	No previous entry
Serum HDL cholesterol level	<input type="text"/>	mmol/L	No previous entry
Total cholesterol/HDL ratio	<input type="text"/>		No previous entry
<input type="checkbox"/> Patient advised re diet			No previous entry
<input type="checkbox"/> Diet leaflet given			No previous entry
Provide leaflet: 10 tips for a healthy weight - N120			
<input type="checkbox"/> Refer to dietician			No previous entry

If the patient meets the criteria for a dietician referral please use the referral form from the link below

[Click here to open Referral webpage, select Weight Management and then Dietetic Service](#)

If total cholesterol ≥ 7.5 take bloods for lipid profile and book GP or PN appointment for follow up
N.B. Lipid Profile does not need to be fasting

Further Bloods (if appropriate)

If

- systolic blood pressure ≥ 140
- OR diastolic pressure ≥ 90
- OR if BMI ≥ 30 (or ≥ 27.5 if Indian, Pakistani, Bangladeshi, Other Asian or Chinese)

take bloods for U&E/creatinine. Also HbA1c or make an appointment for FBG

<input type="checkbox"/> Blood sample taken		No previous entry
---	--	-------------------

GPPAQ - Physical Activity Questionnaire

Type and amount of physical activity involved in your work	<input type="text"/>	No previous entry
Time spent doing physical exercise etc in last week	<input type="text"/>	No previous entry
Time spent Cycling in last week	<input type="text"/>	No previous entry
Time spent doing Housework/Childcare in last week	<input type="text"/>	No previous entry
Time spent Gardening/DIY in last week	<input type="text"/>	No previous entry
Walking Pace	<input type="text"/>	No previous entry
Physical Activity Index	<input type="text"/>	No previous entry

Telephone Outreach Template

Examination & Lifestyle Advice Screen (3/3)



Pages	Exercise
Family History	
Examination & Lifestyle Advice	<p>If moderately inactive or moderately active or inactive provide advice, leaflets, signposting and brief intervention</p> <p>If inactive with co-morbidities (COPD, mild to moderate depression, BMI ≥ 30) provide advice, leaflets, signposting, brief intervention and referral to physical activity programme</p> <p><input type="checkbox"/> Exercise advice and leaflet given No previous entry</p> <p>Provide leaflets:</p> <ul style="list-style-type: none"> • Get active stay active - PA9 • Be active for life - PA48 • 10 tips for a healthy weight - N120 <p><input type="checkbox"/> Brief intervention for physical activity completed No previous entry</p> <p><input type="checkbox"/> Physical activity opportunity signposted No previous entry</p> <p><input type="checkbox"/> Referral to local community based activity eg. walking group No previous entry</p> <p><input type="checkbox"/> Declined referral to local community based activity No previous entry</p>
QRISK & Goals	<p>Smoking</p> <p>Smoking Status <input type="text" value=""/> 17-Feb-2004 20 /day »</p> <p><input type="checkbox"/> Smoking cessation advice and leaflet given 01-Aug-2006 »</p> <p>Provide leaflet: We can help you quit - SM86</p> <p><input type="checkbox"/> Referral to smoking cessation advisor in house No previous entry</p> <p><input type="checkbox"/> Referral to NHS stop smoking service No previous entry</p> <p><input type="checkbox"/> Referral to smoking cessation service declined No previous entry</p> <p><input type="checkbox"/> Stop smoking service opportunity signposted No previous entry</p>

Telephone Outreach Template

QRISK & Goals Screen (1/2)



Bristol NHS Health Check April 2015

Pages «

Family History

Examination & Lifestyle Advice

QRISK & Goals

Raising Awareness about Dementia (65-74yr olds)

☐ Raising awareness about dementia No previous entry

☐ Dementia leaflet given No previous entry

Provide leaflet: Dementia leaflet - HHS33

QRISK2

QRISK 10 y CVD Risk % over 10 years [View](#) No previous entry

- Where QRISK2 score $\geq 10\%$, with no modifiable risk factors (e.g. age/ family history), refer to GP or PN and arrange for lipid testing prior to appointment
- If QRISK score $\geq 10\%$, with modifiable risks identified (e.g. BMI, smoking etc), provide lifestyle advice around reducing risks and invite patient for review within 2 months
- Where QRISK2 score > 20 refer straight to GP or PN

☐ Communication of CVD risk over next 10y No previous entry

Further referrals

☐ Referral to health trainer No previous entry

☐ Referral to GP as a result of a health check No previous entry

☐ Referral to practice nurse as a result of a health check No previous entry

☐ Referral to community based activity No previous entry

[For Well Aware Website Click Here](#)

Provide patient with Well Aware website address www.wellaware.org.uk or phone number 0808 808 5252

Telephone Outreach Template

QRISK & Goals Screen (2/2)



NHS Health Check Completed

☐ Goal identification

No previous entry

Any goals set

No previous entry

Goal Identification Notes

☐ Lifestyle advice given

No previous entry

☐ Your Results leaflet given

No previous entry

[Leaflets - Health check results - HHS28](#)
[Easy read results leaflet - LD9](#)

☐ NHS Health Check completed

No previous entry

☐ Was the health check completed by
Inner City Outreach?

No previous entry

☐ NHS Health Check completed by
another GP Practice

No previous entry

☐ NHS Health check completed by
pharmacist

No previous entry

☐ NHS Health check completed by
Healthy Living Centre

No previous entry